

Increased TRICARE Beneficiary Use of Online and Phone Customer Service Leads to End of Walk-in Service as of April 1, 2014

By the Defense Health Agency

Keeping up with the rapidly increasing number of TRICARE beneficiaries who most often turn to a laptop or cell phone when they have questions, walk in service at the Evans Army Community Hospital TRICARE Service Center (TSC) will no longer be available as of April 1, 2014. Find out more at www.tricare.mil/TSC.

Evans hospital patients still have a wide variety of secure, electronic customer service options available through www.tricare.mil. The new “I want to....” feature puts everything beneficiaries want to do online right on the front page of www.tricare.mil. When walk-in service ends April 1, beneficiaries who want get personal assistance can call UnitedHealthcare Military & Veterans at (877) 988-9378 for enrollment and benefit help. All health care, pharmacy, dental and claims contact information is located at www.tricare.mil/contactus. Beneficiaries can get 24/7 TRICARE benefit information at www.tricare.mil, and make enrollment and primary care manager changes, and more online at www.tricare.mil/enrollment

Rather than driving to an installation TSC, TRICARE beneficiaries can even combine high-tech with low-tech by downloading health care forms online and sending them in the old fashion way, through the U.S. mail – at a cost of less than 50 cents. Walk-in customer service is also the most expensive possible customer service option. By eliminating walk-in customer service at TSCs, the Department of Defense estimates savings of approximately \$250 million over five years. The change does not affect TRICARE benefits or health care delivery.